

<b>PTO-1449</b>  <b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>	<b>ATTY. DOCKET NO.</b> 2685/111446	<b>Serial No.</b> 09/702,306
	<b>APPLICANT - BROWN, et al.</b>	
	<b>FILING DATE -</b> August 23, 1996	<b>Examiner -</b> W. Thomson

### U. S. PATENT DOCUMENTS

EXAMINER INITIAL	PATENT NUMBER	PATENT DATE	NAME	CLASS/SUBCLASS
CM	5,247,347	September 21, 1993	LITTERAL, et al.	358/85

### FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	COUNTRY	CLASS/ SUBCLASS	TRANSLATION	
					YES	NO
CM	2,150,150	5/25/95	Canada	7/15	X	
	2,150,150 (application)	5/25/95	Canada	7/15	X	
	2,116,801	3/2/94	Canada	7/173	X	
	2,116,801 (application)	3/2/94	Canada	7/173	X	

### OTHER DOCUMENTS

EXAMINER INITIAL	AUTHOR, TITLE, DATE, PERTINENT PAGES, ETC.
CM	MULTI CALL: Webcall - a real Virtual Call Centre!, November 1995, COMMUNICATIONS LTD

<b>EXAMINER</b> William Thomson	<b>DATE CONSIDERED</b> 9-23-01
<b>EXAMINER: Initial if citation is considered, whether or not citation is in conformance with M.P.E.P. 609; strike out citation if not in conformance and not considered. Include copy of this form with next communication to applicant.</b>	

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PATENT & TRADEMARK OFFICE

Atty Docket No. : 2685/111446  
Serial No. : 08/702,306  
Applicants : BROWN et al.  
Filed : 23 August 1996  
Group Art Unit : 2758  
Examiner : D.M. Ovedovitz

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09/994772  
11/28/01

Examiner Initial	Document Number	Date	Country	Class/ Subclass	Translation Yes <input type="checkbox"/> No <input type="checkbox"/>
<u>WFO</u>	0 633 685	01/11/95	EPO		N/A
<u>CAO</u>	0 740 445	10/30/96	EPO		N/A

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1. MACPHERSON G: *Why Call Centers Won't Escape the World Wide Web*, BUSINESS COMMUNICATIONS REVIEW, US, HINSDALE, IL, 1 June 1996, pp. 39-41
2. C. LOW: *The Internet Telephony Red Herring*, HP LABORATORIES TECHNICAL REPORT, 15 May 1996, pp. 1-15
3. S. JACOBS et al.: *Filling HTML Forms Simultaneously: CoWeb - Architecture and Functionality*, COMPUTER NETWORKS AND ISDN SYSTEMS, NL, NORTH HOLLAND PUBLISHING, AMSTERDAM, Vol. 28, No. 11, 1 May 1996, pp. 1385-1395
4. B. WAKLER: *Paving the Way for a Paperless Empire*, NETWORK WEEK, GB, APT DATA SERVICES, LONDON, Vol. 1, No. 42, 10 July 1996, pp. 29-30
5. KAUFMAN H.: *Call Centers in Cyberspace*, COMMUNICATIONS NEWS, Vol. 34, No. 7, 1 July 1997, pp. 20-21

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Willie Ann Thomsen

11-16-00

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INFORMATION DISCLOSURE  
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Atty Docket No.: 2685/111446  
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 Examiner :

## U.S. PATENT DOCUMENTS

Examiner Initial	Patent Number	Patent Date	Name	Class/ Subclass	Filing Date

## FOREIGN PATENT DOCUMENTS

Examiner Initial	Document Number	Date	Country	Class/ Subclass	Translation Yes No

## OTHER DOCUMENTS

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Initial

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| <u>AS</u><br><br><br><u>AD</u><br><br><u>AS</u> | 1. ASPECT TELECOMMUNICATIONS - Agility™, Aspect Call Center® and Aspect EnterpriseAccess, 2 pp. copyright 1996, 2 pp. copyright 1995<br><br>2. EDIFY CORPORATION, Santa Clara, CA: WHAT IS PAGE CALL™? 1 p.; CyberSpace Meets Computer Telephony - The Voice Enabled Web, 6 pp.<br><br>3. EDIFY CORPORATION, Santa Clara, CA: EDIFY SOLUTIONS, Banking Demo, 1 p.; EDIFY PRODUCTS - About the Electronic Workforce, copyright 1995, 1 p.; EDIFY - The electronic Workforce, What's inside the Electronic Workforce? 2 pp.; Software for Interactive Services, 2 pp.; Customer Service, 3 pp.; Specifications for the Electronic Workforce, 2 pp.; copyright 1995-1996 |
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David M. Carley2/19/96

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- BD 5. Rockwell International Corp., Downers Grove, IL, 1995: Blending Personal Response with the Internet, by Tony Dezonno and Joe Anderson, 4 pp.
- BD 6. SCOPUS TECHNOLOGY, INC.: WEBTEAM, 1996, 13 pages.
- BD 7. SCOPUS PRODUCTS, 7 pp., 1996 copyright, SCOPUS PRODUCTS OVERVIEW, 3 pp., 1996 copyright
- BD 8. SPANLINK COMMUNICATIONS, Minneapolis, MN: EXTRA-AGENT™, WEBCALL™, 4 pages
- BD 9. AT&T: WebCall™ Schematic, 1996, 1 page; News Release, 4 Dec. 1995: AT&T, Spanlink to provide secur Internet links, 2 pp.
- BD 10. SPANLINK COMMUNICATIONS, Minneapolis, MN: Spanlink Introduces WebCall™ Service Bureau, 2 pp.; WebCall product Info., 1995, 2 pp.

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David M. Rubin

2/17/96

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- PS 12. CALL CENTER Magazine: *Connecting Your Call Center to the Web*, May 1996, 3 pp.
- PS 13. INDIVIDUAL, Inc., Burlington, MA: *Edify and InterLynx Team to Deliver Self-Service Human Resources Solution to Office Depot; Solution to Provide 22,300 employees Self-Service Benefits Enrollment*, 7 April 1995, 2 pp.
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David M. Ouellet2/17/96

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- AS 17. INDIVIDUAL, Inc., Burlington, MA: *Computer, Technology Tie-Ten Knot*, 29 March 1996, 3 pp.
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David M. Taylor2/17/98

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